



Frequently Asked Questions End of SNAP Emergency Allotments

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Q: What are Emergency Allotments/emergency food benefits?

A: Since April 2020, most people in Oregon who receive SNAP have also received emergency food benefits (formally called Emergency Allotments) each month on their EBT (Oregon Trail) card. This benefit was created by the federal government to help with the COVID-19 public health emergency.

Emergency food benefits are an extra amount that is added to EBT cards around the 11th or 12th day of the month.

Q: What has changed about Emergency Allotments and why?

A: The Emergency Allotment program is ending. Oregon must ask the federal government for approval to distribute Emergency Allotments each month. The federal government has now decided that February is the last month states are allowed to distribute Emergency Allotments.

People receiving SNAP will continue to get their SNAP benefit in March 2023 and every month after March. There will be no emergency food benefit added to EBT cards later in the month.

Q: How much are my emergency food benefits?

A: SNAP households received a minimum Emergency Allotment (EA) benefit of \$95.00 around the 11th or 12th of each month. The exact amount of EA benefits a household received varied a lot, because EA benefits were based on their household size and their regular SNAP benefit amount.

Q: When will I stop receiving extra SNAP benefits?

A: February will be the last month emergency food benefits are allowed. People receiving SNAP will continue to get their SNAP benefit in March 2023 and every month after March.

Q: How much less will I receive after emergency food benefits end?

A: When emergency allotments end, you will continue to receive your regular SNAP benefit. You can see what your regular SNAP benefit amount is by:

- Visiting your ONE account dashboard page – The regular SNAP amount will be listed under “Monthly Benefit Amount”
- Viewing your EBT Edge account activity – The regular SNAP amount will be the amount added to your card between the 1st and the 9th of each month.

The screenshot shows the Oregon Eligibility ONE account dashboard. At the top, there is a navigation bar with the Oregon Eligibility logo, links to 'MY ACCOUNT DASHBOARD', 'ABOUT MEDICAL COVERAGE', and 'ABOUT FOOD, CASH OR CHILD CARE ASSISTANCE', a 'WELCOME, [Name]' greeting with a 'SIGN OUT' link, and a language selector set to 'ENGLISH'. Below this is a secondary navigation bar with links for 'My Dashboard', 'My Actions', 'Change My Medical Plan', 'Messages', 'Community Partner Info', 'Authorized Rep', and 'Settings'. The main content area is divided into a left sidebar and a main panel. The sidebar contains 'Quick Links' for 'Announcements' (with 0 Urgent and 0 Unread), 'Message Center' (Inbox), 'Application' (Start an Application, Medical Pre-Screening), and 'Contact Information' (ONE Customer Service, Locate ODHS Office, Other Resources, View FAQ). The main panel has a 'Report a Change in Circumstance' link. Under 'Current Benefits', there is a 'Family Assistance' table and a 'Medical Assistance' table. The 'Family Assistance' table has columns for 'Benefit', 'Next Renewal Date', 'Included Individuals', and 'Monthly Benefit Amount(\$)', with a row for 'SNAP' showing a renewal date of '06/30/2023' and a benefit amount of '114.00'. The 'Medical Assistance' table has columns for 'Individual', 'Client ID', 'Next Renewal Date', and 'Coverage Type', with a row showing a renewal date of '06/30/2022' and coverage for 'Medicare Premiums, Co-Insurance, and Deductibles'. A note at the bottom states: 'You do not currently have any requested documents. If there are documents that you would like to upload, click Report a Change in Circumstances above. You will be able to report your change and attach documents for a worker to review.'

Family Assistance

Benefit	Next Renewal Date	Included Individuals	Monthly Benefit Amount(\$)
SNAP	06/30/2023		114.00

Medical Assistance

Individual	Client ID	Next Renewal Date	Coverage Type
		06/30/2022	Medicare Premiums, Co-Insurance, and Deductibles

You do not currently have any requested documents. If there are documents that you would like to upload, click Report a Change in Circumstances above. You will be able to report your change and attach documents for a worker to review.

Q: Can I appeal the decision to end my emergency food benefits?

A: You cannot appeal this decision. There are no hearing rights for loss of SNAP COVID-19 emergency food benefits. The federal government has made the decision to no longer make these payments for any SNAP households.

SNAP households have the right to appeal eligibility decisions on regular SNAP benefit allotments.

Q: My household has experienced changes, and my regular SNAP benefit is not enough. How do I update my information?

People receiving SNAP should report changes to their household such as loss of income or an increase in expenses such as rent, childcare or medical costs. Reporting these changes will help SNAP know how much to provide you in SNAP benefits.

To report changes:

- Update your ONE online account at <https://one.oregon.gov/>
- Call the ONE Customer Service Center at 1-800-699-9075
- Visit a local office:
 - Find an Aging and People with Disabilities Office:
<https://www.oregon.gov/dhs/offices/pages/seniors-disabilities.aspx>
 - Find a Self-Sufficiency Office:
<https://www.oregon.gov/dhs/Offices/Pages/Self-Sufficiency.aspx>
- Mail: ONE Customer Service Center, PO Box 14015, Salem, OR 97309
- Fax: 503-378-5628

Q: Will I receive Emergency Allotments again in the future?

A: The federal government has not told us that this program will return in the future. This decision is made by the federal government, not by the State of Oregon. However, ODHS will communicate if there is a change in the future.

Q: Who can I contact if I have any questions about my case?

A: For general information about your case, you can log in to one.oregon.gov. The online benefits website is the quickest way to access information about your case. If you have specific questions about your case, you can call or visit your local ODHS office for assistance. You can find an office on the ODHS website:

<https://www.oregon.gov/dhs/offices/Pages/index.aspx>

You can also call the ODHS main number at 1-800-699-9075 or 711 TTY for assistance.

Q: Do I need to report this to my housing case worker or case manager?

A: You don't need to report this to your case manager or case worker, and you are not required to take any other action. However, there are steps you can take to prepare for the decrease in your SNAP benefit amount:

- **Find out your regular SNAP benefit amount:**
 - Log into your ONE account at <https://one.oregon.gov/> or
 - View your transaction history on www.ebtEDGE.com

If you know your regular SNAP benefit amount it can help you budget.

- **Tell us if your income has gone down.** If it has, you may qualify for more SNAP benefits.
- **Tell us if there are more people in your household.** If there are, you may qualify for more SNAP benefits.

Q: What else is available to help me and my family get enough food?

A: Impacted individuals and families should contact state and local partners as soon as possible so they can make a plan to meet their needs after receiving their last month of emergency allotments. Resources include:

- 211 Info: Dial 2-1-1 or visit www.211info.org/
- Aging and Disability Resource Connection of Oregon (ADRC): Dial 1-855-673-2372 or visit www.adrcoforegon.org/
- Oregon Food Bank's www.oregonfoodfinder.org/
- Your local food bank or pantry
- Community Action Agencies in your area: www.caporegon.org/

Q: How do I learn more about resources for adults who are 60 and older in need of additional support with meals or food?

A: The Aging and Disability Resource Connection (ADRC) of Oregon can help you find local resources for food boxes, home-delivered meals and community meal sites. You can contact ADRC by phone at 1-855-ORE-ADRC (673-2372) or by visiting their website at <https://www.adrcoforegon.org>.

Q: I am living with a disability, are there any additional food programs that could help me?

A: The Aging and Disability Resource Connection (ADRC) of Oregon can help you find local resources for food boxes, community meal sites and home-delivered meals. You can contact ADRC by phone at 1-855-ORE-ADRC (673-2372) or by visiting their website at <https://www.adrcoforegon.org>.

Q: Food prices are getting so high, I can't pay my other bills. Are there any other resources in Oregon available to help?

A: In addition to the Aging and Disability Resource Connection (ADRC) and 211, the following supports are available to help people in Oregon pay their bills:

- **The Low Income Home Energy Assistance Program (LIHEAP)** helps keep families safe and healthy through initiatives that assist families with energy costs. Visit [EnergyHelp.us](https://www.energyhelp.us) or call 1-866-674-6327 for information on how to apply for energy assistance.
- **Additional utility bill assistance** is provided by Oregon Housing and Community Services (OHCS) through local agencies. You can apply with a local agency on their website: <https://www.oregon.gov/ohcs/energy-weatherization/Pages/utility-bill-payment-assistance.aspx>
- **The Affordable Connectivity Program** offers at least a \$30 monthly discount on internet service for qualifying households. If you are receiving benefits from ODHS, you may automatically qualify. To check your eligibility or submit a free no-risk application, visit [GetInternet.gov](https://www.getinternet.gov) or call 1-877-384-2575.
- **Rental and housing assistance** is offered through OHCS. Visit the OHCS website at <https://www.oregon.gov/ohcs/housing-assistance/Pages/housing-assistance.aspx>

Q: Is there transportation support to help me get to a food bank?

A: Your local food bank may be able to connect you with transportation options in your area. For ongoing transportation needs, contact 211 or ADRC.